

## Abstract

A method and apparatus is provided for generating, collecting, and manipulating useful information for validating or defining SLAs of web servers on a network. Web servers comprising a web farm on the network are adapted for logging detailed runtime information regarding user transactions and performance parameters. An Accumulator device interacts with intelligent agents to collect and combine their log files, process the combined file and post information into a database. An operator enters committed performance parameters into an SLA Reporter system according to classes of users, classes of web sites being hosted on the web servers, classes of URLs, transaction, content and file type. When compared with the database, processing of SLA reports indicate how well the parameters of the SLAs are being met for users, web sites, classes, URL's and transactions, or other measurable elements. By generating, collecting, combining and processing in this manner, application-specific performance can be quickly and automatically evaluated with respect to parameters related to user satisfaction and detailed signals can be issued for cases in which remedial steps should be undertaken.

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